

2017 Four-Year Voter Record Maintenance

Frequently Asked Questions

Guide to Clerks and Election Commissioners

Which voters will receive the Notice of Suspension of Registration Postcard?

On May 25, 2017, a process was run in WisVote that identified approximately 380,000 voters as eligible for suspension. The voters identified and sent a Notice of Suspension of Registration met the following criteria on May 25, 2017:

1. The elector had a status of Active – Registered in WisVote.
2. The elector was originally registered on or before December 31, 2012.
3. The elector has not voted in any election after December 31, 2012
4. The elector did not have a UOCAVA status of Military (Overseas voters who met the above criteria were sent postcards).

What does the clerk do with the postcards after they record the mailing as undeliverable in WisVote?

Postcards that are returned to your office as undeliverable are official registration documents and should be attached to the original Voter Registration Application (EL-131). The postcards and registration forms may be destroyed after 4 years.

Why do I need to track postcard returned undeliverable in WisVote if all the records get inactivated anyway?

The Commission is required by statute to provide statistics on the number of postcards that were returned as undeliverable.

What if I find a duplicate voter record somewhere else in the state?

If you find a duplicate voter record, determine which record is the most current. If the most current record is in your municipality you should merge the two records together. If the most current record is in another municipality you should contact the Elections Commission Helpdesk for assistance.

What is the correct procedure to follow when the four-year voter maintenance postcards are returned by the Post Office as “Temporarily Away?”

According to the USPS the term “Temporarily Away” means that the holding period for this address has expired. The address is a valid address for the voter, but delivery of the notice was not successful.

Resend the card (putting it in a new envelope) and permit forwarding on it, or, if you have a record of the temporary address, you may send the card directly there. The voter will still need to sign the Application for Continuation of Registration in order to remain an Active Registrant.

I have been contacted by a parent whose son or daughter is in the military currently stationed overseas and received a Notice of Suspension of Registration. What should I tell the parent to do?

If a parent has received a 4-year maintenance card for their son/daughter, it means that the son/daughter has not been identified as a military elector in WisVote. If the son/daughter wishes to remain a registered voter, he/she can fill out the return post card and mail it to the municipal clerk. However returning the 4-year maintenance postcard will not notify the municipal clerk that the son/daughter is a military elector. Military electors should be directed to update their voter registration using the MyVote Wisconsin website myvote.wi.gov. The voter should use the Military Voter option on the myvote.wi.gov website. As a reminder, military voters need to submit a new absentee request annually in order to receive absentee ballots.

We are getting a lot of cards back, but there is no post office sticker on them, nor has the voter signed the card. How do we know the post office actually delivered these?

Contact your local post office and inquire about its process of returning undeliverable postcards. Different post offices may have different procedures. In the past, for example, some post offices have banded a group of undeliverable postcards together, putting only the undeliverable sticker on the top postcard (indicating that all postcards within were undeliverable). If you have any question about a postcard being processed by the USPS, please contact your local post office for clarification.

What if the postcard was returned with a label stating *Forward Time Expired* or lists a different mailing address?

The address printed on the Four-Year Voter Maintenance postcard is either the Mailing Address in WisVote (if one is listed in the voter record) or the Home Address. The postcards should reflect the address information provided by the voter at the time of registration. You should record these postcards as returned undeliverable. These voters will need to re-register under their new address.

Which number should I enter if I do not have a bar code scanner?

The Mailing ID is the number under the bar code. This can be entered into the CRM search box or in WisVote in the Record Returned Mailings Quick Task.

TOWN OF MIFFLIN - IOWA COUNTY

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However, you can also manually enter the Voter Registration Number (above the bar code) or the Voter's name in CRM to pull up the voter record.

Are the Notice of Suspension of Registration postcards different from the Voter Verification postcards?

Yes, these are two distinct mailings. Voter Verification postcards are mailed to voters on an on-going basis who register via mail, on Election Day or via the Click and Mail process on the My Vote Wisconsin website. The purpose of these postcards is to verify that the addresses provided by the voters are valid.

The Notice of Suspension of Registration postcards are mailed to voters who have not voted in the any election in the previous four years. They are mailed after every November General Election. Voters have 30 days to respond to the postcard with a return postcard to continue their registration. This FAQ document and accompanying Webinar pertain only to the Notice of Suspension of Registration postcards.

Do I need to resolve all pending postcard records in WisVote?

No, you will only need to take action on cards that have been returned to your office. If a record is merged or the voter completes a new registration, you do **not** need to find the postcard record and mark it in any way. If a voter record is updated via a registration, their status will be changed to Active/Registered. This will prevent the voter record from being deactivated after 30 days.

If a voter record is merged, WisVote will move the postcard record to the **2017 4-Year Maintenance Merged** view. No further action is needed.

A voter states they've voted in x election, but they still received a postcard. How do I handle this?

In most cases, this will be due to a duplicate voter record. Please refer to **What if I find a duplicate voter registration** for how to proceed in those cases.

If there is only one voter record and there is no participation record for the relevant election, you will need to check the physical poll books to resolve this issue. If the vote was not recorded due to an error (signature on another line, wrong bar code scanned, etc), correct the participation record under the election in WisVote.

Updating a voter's participation record will not change the voter's suspended status; you will also need to resolve the postcard to prevent their voter registration from being deactivated. Process the postcard as a Requests Continuation card and advise the voter they do not need to take any further action.

The deadline for voters to respond is July 31st, how do we process cards requesting continuation received after this deadline?

Voters who did not request continuation, or whose Notice of Suspension of Registration was not returned to the clerk as undeliverable by July 31, 2017 will have their voter status changed to Inactive with a status reason of 4-Year Maintenance. Signed postcards postmarked on or before July 31, 2017 should be processed as a request for continuation. If a signed postcard is returned within the week after July 31, 2017 and is **not** postmarked, the letter can also be processed as a request for continuation. If a signed postcard is postmarked after July 31, 2017, the voter will need to re-register. The clerk may send the voter an EL-131 form or direct the voter to the MyVote Wisconsin website (myvote.wi.gov) to register.

Do we have to keep returned postcards?

Returned postcards should be filed in accordance with standard election document-retention-policies. Any postcard requesting continuation should be attached to the original voter registration forms.

Any returned postcards resulting in the deactivation of a registration (undeliverable, voter request, etc) should be kept with the original voter registration documents until the expiration of the 4-year records retention deadline per Wisconsin Statute 7.23(1)(c).